

What to expect when you call the Housecall Providers office

Housecall Providers wants to give our patients, their loved ones and their caregivers the best care we can. When you contact our office, our goal is to make sure your needs are addressed as quickly as possible. Here's a guide to what happens when you call Housecall Providers.

Depending on how busy our phone lines are, when you first call you'll either speak to our representative or be asked to leave a message. Either way, we'll ask for some details so we can connect you with the right person:

- ▶ Your name
- ▶ Your date of birth
- ▶ Reason for your call

If you're calling about new symptoms or symptoms getting worse, it's helpful if you can give us other health details. If possible, please give us:

- ▶ Temperature
- ▶ Blood pressure
- ▶ Heart rate
- ▶ Any other measured vital sign

Senior care community staff can help collect this information. We also know you may not be able to provide those details, and that's okay.

For scheduling reasons, we can't give out our PCPs' phone numbers or transfer calls straight to them. The best and fastest way to get help — from your PCP or another team member — is to call the office so we can work with you on the best next steps for your care.

If you are connected to voicemail:

- ▶ Please leave your name, your number and a brief message about why you're calling.
- ▶ We try to return your call the same day, but calls after 4 p.m. may not be returned until the next business day.
- ▶ Please do not call more than once for the same issue, unless something has changed. We will return your call as soon as possible.

If your need isn't urgent — e.g. like prescription refills or supplies — please send a FollowMyHealth patient portal message or fax us. If you send a fax, please call us in three days if you have not received a response, so we can connect you with the right team member.

Based on your needs, we may connect you with one of these team members:

- ▶ Care Coordinator - Often your first point of contact, they'll answer your questions, connect you to the right team member, or have someone call you back with the info you need.
- ▶ Scheduler – A Scheduler will help you make appointments with your primary care provider (PCP) based on what you and your PCP discussed. If you think you need to be seen sooner, let them know.
- ▶ Equipment and Supply Coordinator – They can help you get new equipment or check on a previous order.
- ▶ When a team member is coming to your home, they will schedule a specific arrival time. But sometimes traffic or other factors out of their control mean they may be early or late. Team members may arrive up to 30 minutes early or up to 60 minutes after the scheduled time.